

KITCHEN MINDER™

Training Workbook



Introductory Level -

for everyone who runs a shift



Name: _____

Restaurant: _____



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Introduction

Welcome to your **Introductory Level KITCHEN MINDER™** Training.

KITCHEN MINDER™ is an easy-to-use batch cooking tool that monitors and guides your product usage to optimally meet projected sales needs.

The KITCHEN MINDER™ System makes it possible for your Team to consistently provide hot quality food and a memorable dining experience to your Guests. Used correctly, it can minimize waste, optimize efficiency and product yields, and help you to better manage your overall restaurant profitability.

This program outlines your accountability as a Shift Leader, and explains the software included with the KITCHEN MINDER™ SYSTEM -

- 1) PC MINDER™
- 2) QUALITY EVALUATION SYSTEM™ (QES™)

By the end of this program, you should be able to:

1. Identify the components and benefits of the KITCHEN MINDER™ SYSTEM.
2. Complete the PC MINDER™ opening task.
3. Explain the KITCHEN MINDER™ Product Status Screen Keys and indicators.
4. Monitor QES™ Grade

To successfully complete this course, besides this workbook you will also need:

- **KITCHEN MINDER™ Equipment Emphasis Guide (EEG)**
- A fully functional KITCHEN MINDER™ System

Throughout the program, you should complete the section exercises and hands-on activities to check your understanding and skill application. Verify the accuracy of your responses using the answer key on page 23. For best results, practice the step by step instructions provided in this workbook using your KITCHEN MINDER™ and PC MINDER™ station.

Your Supervisor or Restaurant Trainer is also available in case you need additional assistance.

KITCHEN MINDER™ System

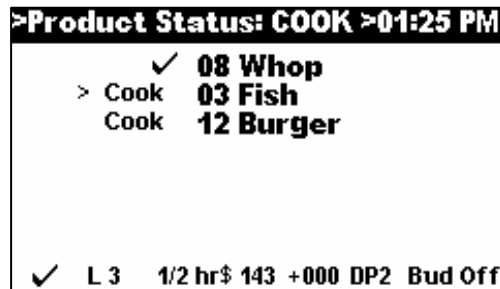
Why Should I use the KITCHEN MINDER™ System?



KITCHEN MINDER™ SYSTEM OVERVIEW

KITCHEN MINDER™ System Overview

The KITCHEN MINDER™ System is a tool that tells us exactly which product(s) to cook in advance of the next half hour of business (similar to Production Schedules). With the KITCHEN MINDER™ System there is no more guessing!



(Sample display on KITCHEN MINDER™ screen with instructions of what and how much of each product to cook)



With KITCHEN MINDER™ we now have a way of knowing the level of our food quality at all times instead of relying on our Guests to tell us.

Benefits of the KITCHEN MINDER™

The KITCHEN MINDER™ SYSTEM is like a giant calculator that will help you:

- Run a smooth shift
- Reduce waste
- Improve profitability
- Identify which Team Member is not following proper procedure
- Improve overall performance, including SOS
- Be more in control; KITCHEN MINDER™ allows you to adjust sales and product mix

Components of the KITCHEN MINDER™ System

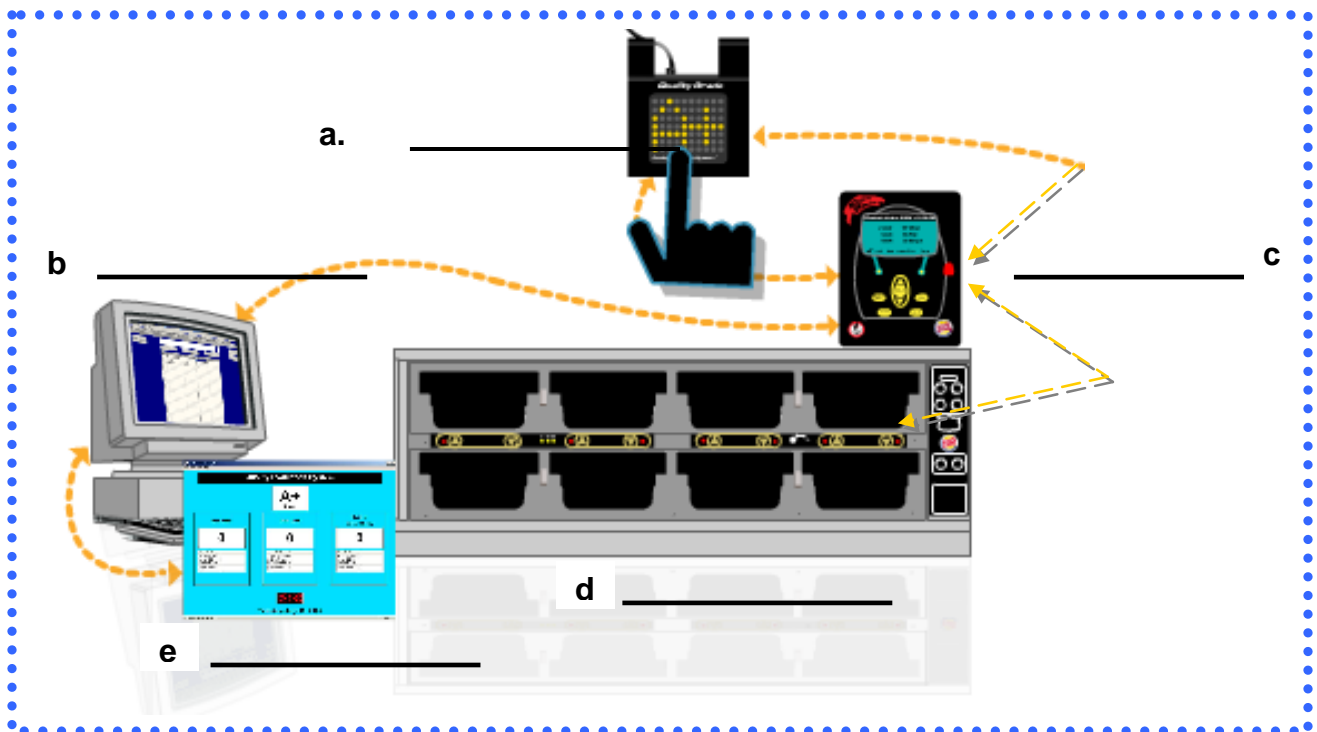
There are 5 components that make up the KITCHEN MINDER™ SYSTEM. These are:

- 1) **PC MINDER™ Program**- This program sends the KITCHEN MINDER™ a forecast based on product mix and half-hour sales.
- 2) **QUALITY EVALUATION SYSTEM™ (QES™)**- Provides detailed historical grade data on back of house computer.
- 3) **PHU Timer Bars**- Indicate the status of product in the pans. They tell Team Members when the product is fresh, and when it needs to be discarded.
- 4) **KITCHEN MINDER™**- Automatically determines the quantity of each product needed throughout the business day and displays a consolidated list of products for the Team Member to cook.
- 5) **MAKIN' THE GRADE™ Sign**- Provides instant feedback to the Team Member regarding their performance.



IT'S YOUR TURN # 1!

Take a look at the image below. Fill in the blank to identify each component.



KITCHEN MINDER™ and the PHU Timer Bar Lights



Light Color	Action
SOLID GREEN	Use product first
SOLID YELLOW	Use Green product first
FLASHING GREEN	Continue to use first, product will expire shortly
FLASHING YELLOW	Continue to use green product first, product will expire shortly
FLASHING RED	Product expired, press button, discard product, record as waste
SOLID RED	Product needs to be cooked, see KITCHEN MINDER™ for quantity
LIGHTS OFF	No additional product is needed at this time.

- The KITCHEN MINDER™ System is directly connected to the PHU timer bars.
- As Team Members interact with the timer bars, the KITCHEN MINDER™ System tracks their performance and displays a grade on the MAKIN' THE GRADE™ Sign.
- The PHU timer bar lights tell the KITCHEN MINDER™ when something needs to be cooked or discarded.

TEAM MEMBERS' & MANAGERS' RESPONSIBILITIES

Team Members' Responsibilities

- Team Members are responsible for the proper execution of the PHU timer bars for the KITCHEN MINDER™ System to be accurate.
- Team Members must react to the instructions on the KITCHEN MINDER™ screen and either cook or discard products as instructed.

IT'S YOUR TURN # 2!



What would some of the consequences be if the Team Member fails to follow the instructions displayed in the KITCHEN MINDER™ screen?

Manager's Responsibilities

1. Provide training and support to your Team Members in the proper use of the System and its components.
2. **TRUST** the KITCHEN MINDER™ System.
3. Make sure all Team Members follow instructions to cook and discard as provided by KITCHEN MINDER™
4. Reassure your Team Members that the KITCHEN MINDER™ System is forecasting products based on the next half-hour sales.



It is critical that **YOU** trust the KITCHEN MINDER™ System as you would a calculator. Cook the product level that it indicates and your Team will follow your lead. Be a Role Model!

IT'S YOUR TURN # 3!



How do you think the KITCHEN MINDER™ System knows the quantity of food to cook?

PC MINDER™ OPENING TASKS



Complete PC MINDER™ Opening Manager Accountabilities

- It is absolutely critical that the opening Manager perform the tasks because that will give the KITCHEN MINDER™ the information it needs to project the right amount of food to cook.
- Opening PC MINDER™ tasks should be completed at least 15 minutes before the restaurant opens. This ensures that there is enough time to have the products prepared

If you do not complete the opening tasks, your grade will be an “F” at opening on the Makin’ the Grade™ sign, and will remain an “F” until the forecast has been sent to the KITCHEN MINDER™.

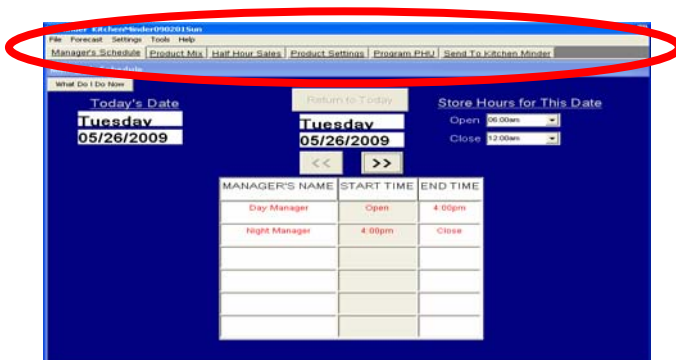
What are the steps to complete the Opening Tasks in PC MINDER™?

1. Create the Manager’s Schedule
2. Select the appropriate forecast
3. Send data to the KITCHEN MINDER™ System.

Let’s review each step in detail:

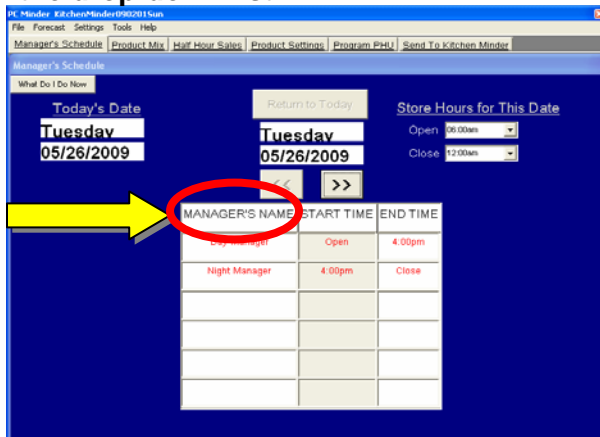
STEP 1: CREATE THE MANAGER’S SCHEDULE

- A) Open the PC MINDER™ software on the computer.

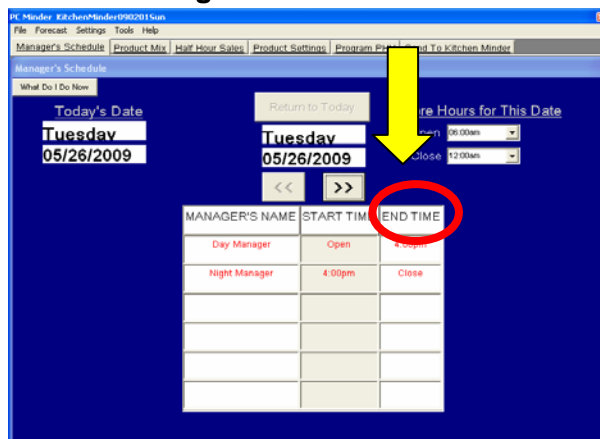


STEP 1: CREATE MANAGER'S SCHEDULE (cont'd.)

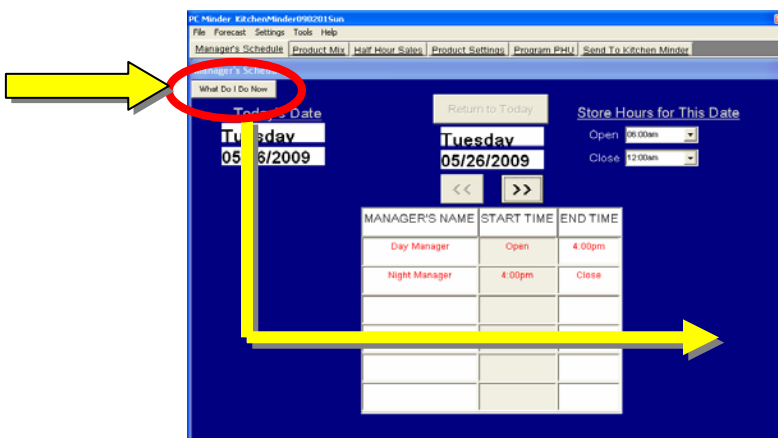
B. In the “Manager’s Name” column, click on the first box, and then select your name from the drop-down list.



C. Select the shift ending time by clicking on the box in the “End Time” column. Continue until all Managers have been entered.



D. If you are not sure what to do next, click the “What do I do now” button.





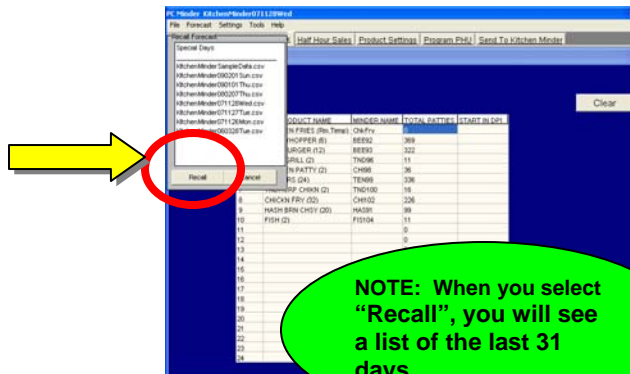
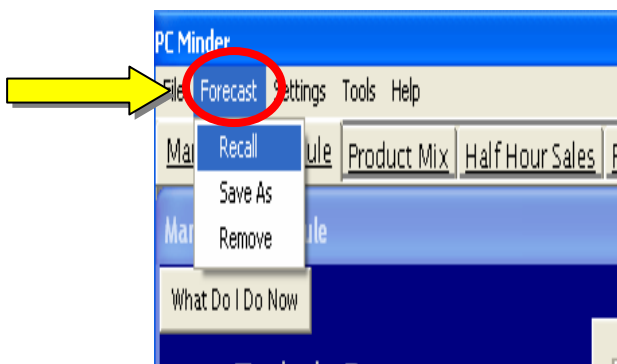
Only one Manager can be assigned to a shift at one time. If there is an overlap, you will need to identify WHO IS RESPONSIBLE FOR THE SHIFT, enter his/her name and shift end time.

STEP 2: SELECT THE APPROPRIATE FORECAST

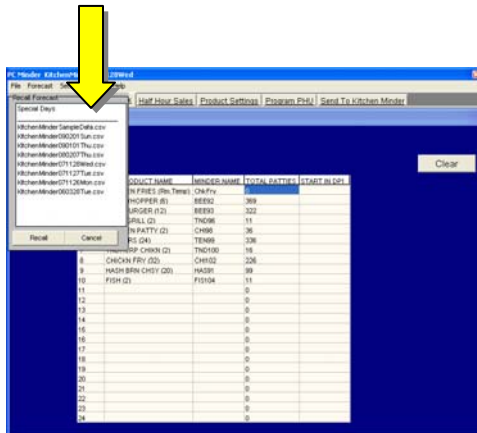
After completing Step 1 (Creating the Manager's Schedule), load the sales and product mix forecast file. To do this follow these simple steps (a, b, & c).

A. Select "Forecast" from menu

B. Select "Recall" button



C. Choose appropriate forecast date for today's projection





Rule of Thumb- When forecasting, use the same day from the previous week.

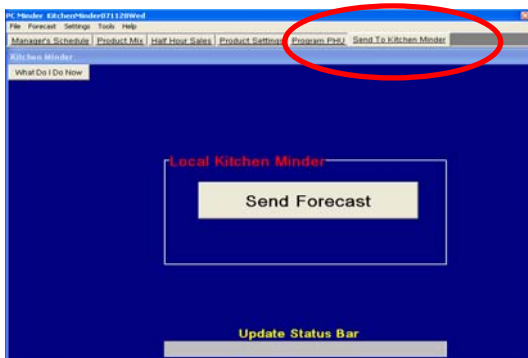
IT'S YOUR TURN # 4!



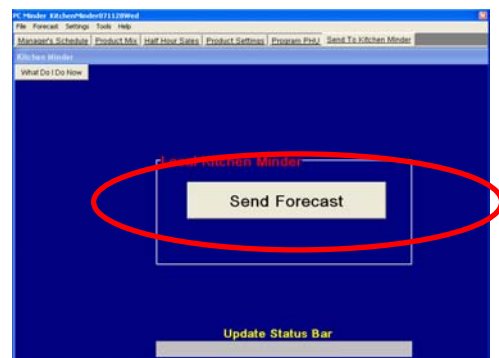
Why should you use the same day from the previous week when choosing a day to prepare the forecast?

STEP 3: SEND DATA TO KITCHEN MINDER™ System

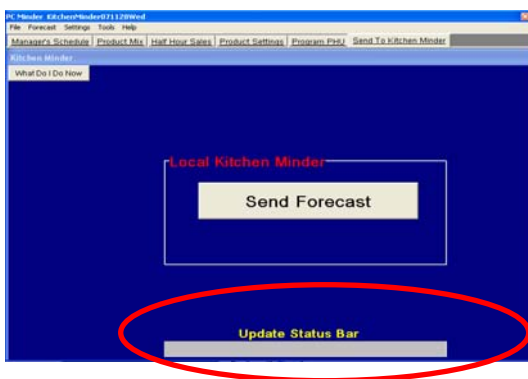
Now we are ready to send the forecast to the KITCHEN MINDER™.



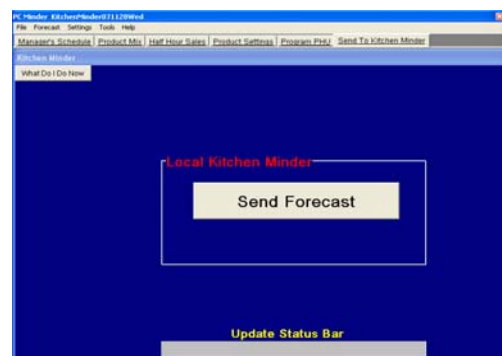
A. Click “Send to KM™” tab.



B. Select the “Send Forecast” key button.



C. Observe progression on “Update Status Bar”



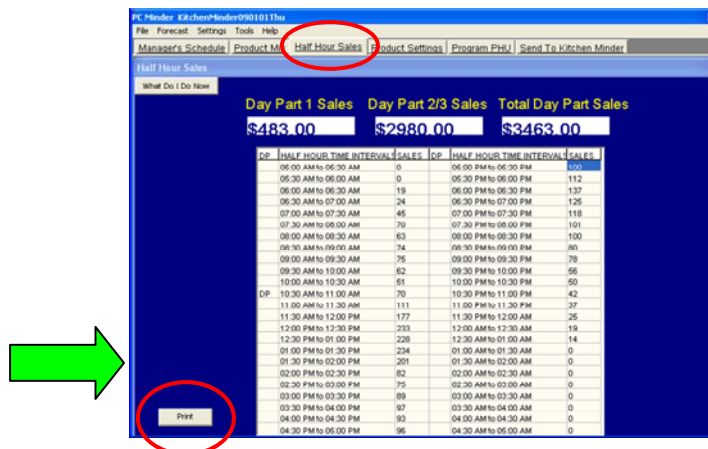
D. Once completed, close the PC MINDER™ Program.

NOTE: Remember to answer “Yes” when asked if you want to save changes to PC MINDER™ Program.

May I print the ½ hourly sales forecast page from PC MINDER™?

YES! This will allow you to call levels on the heat chute.

OPTIONAL: Steps to print ½ hourly sales forecast page from PC MINDER™



1. Select the “Half Hour Sales” tab
2. Select the “Print” button



IT'S YOUR TURN!

Complete the following hands-on activity using the KITCHEN MINDER™ SYSTEM.

Using your PC MINDER™:

- Create Manager's Schedule
- Load sales & product mix data
- Send data to the KITCHEN MINDER™

KITCHEN MINDER™ - UNIT OVERVIEW**It's Your Turn # 5!**

Identify the keys on the KITCHEN MINDER™ unit. Enter the appropriate number in the circle above the box that describes the key's function.

a. **"SELECT" KEY**

Functions as an "Enter" button, and it can also be used to erase a check mark if needed on the "Product Status" screen.

b. **"ARROW" KEYS**

Select the "Arrow Up" or "Arrow Down" keys to scroll through the items displayed on the current screen.

c. **"SALES LEVEL" KEY**

Select this key to increase or decrease the current day's sales forecast by 5% increments as displayed on the screen.

g. **"FUNCTION" KEYS**

Selecting these keys will activate the option that is displayed on the current screen.

d. **"PRODUCT STATUS" KEY**

Select this key to view cook and discard instructions that coincide with the timer bar lights.

e. **"DAY PART" KEY**

Select this key to move the system to a different day part (DP1 = breakfast menu, DP 2/3 = regular menu).

f. **"MENU" KEY**

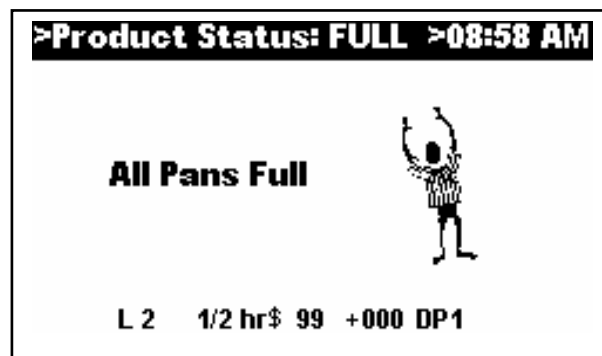
Select this key to view the main menu of the KITCHEN MINDER™.



What information does the “Product Status” Screen display?

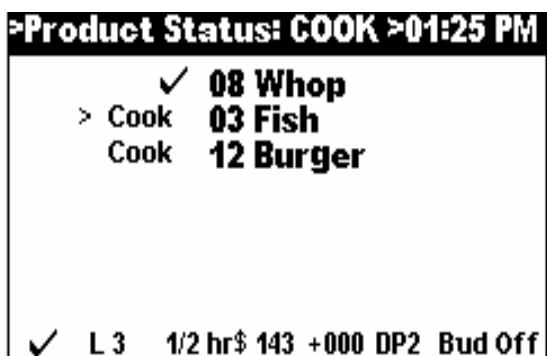
When selected, the “Product Status” key will display in the screen:

- Data regarding cooking or discarding of product for Team Members
- ½ hourly sales projections for the current period
- Day part for which you are preparing/discarding product



Meaning of display messages

- “All Pans Full” = no additional products are needed.
- “Cook” = instructing how much product to be cooked.
- If product is displayed, each line represents a pan, as well as how many items to cook for that pan



Look at the screen image to the left. Record the information displayed in the appropriate location below.

Product Status: _____

Time of Day: _____

½ Hour Sales: _____

Day Part: _____

Check Mark Feature

- When there are multiple Team Members working in the kitchen, the “Check Mark” feature is to be used to let others know when product has already started cooking.
- The “Check Mark” feature is not required and is not graded. It is a “best practice” to avoid double cooking of product during busy periods.



- The timer bar lights communicate with this screen and cause items to appear on the list when product is needed or when product is expired.
- Items will appear on the “Cook” or “Discard” list if Product Holding Unit timer bar indicates action is needed

Changing cursor symbol (>) to a Check Mark (✓)

To move the cursor symbol displayed next to cook/discard message:

- Use “Arrow Up” or “Arrow Down” keys
- When cursor (>) is next to the product that will be cooked, press the left “Function” key to change cursor (>) to a check mark (✓)
- When product is placed in the PHU once cooked and timer bar button is pressed, the checked product message will disappear from screen.

IT'S YOUR TURN # 6!



How can you tell when a product is in the process of being cooked by looking at the Product Status screen?

Day Part setting

	Day part 1	Day part 2	Day part 3
Menu available	-Breakfast Menu Items	-Regular menu items -Normal operation mode	-Regular menu items -Slow sales periods -or as defined by MUM or Franchisee

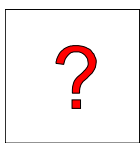
- Do not use Day part 1 if you do not offer breakfast menu items.
- Fifteen minutes before day part 2 begins, the KITCHEN MINDER™ will automatically display “Get Ready for Lunch!”
- Follow the instructions on the KITCHEN MINDER™ Screen.



TAKE ACTION...

- Respond immediately to allow adequate cooking time for regular menu items.
- To change to Day part 2, press the **Day part Key**. Follow on-screen instructions.
(*Note: Although holding times may be erased, it is acceptable to hold for the remaining breakfast period.*)
- Remember that changing to day part 3 always requires a manual change.

It's YOUR TURN #7



When would you manually change the day part by pressing the “Day part” key?

It's YOUR TURN # 8

What day part should you use for slow times, as instructed by your MUM or Franchisee?

It's YOUR TURN # 9

How many minutes before the breakfast to regular menu change over time will the KITCHEN MINDER™ automatically display “Get Ready for Lunch!” message?

It's YOUR TURN # 10

What instructions will the KITCHEN MINDER™ display to the Team Member after the day part has been reset?

Note: If your restaurant does not sell breakfast menu items, you will need to move the KITCHEN MINDER™ to Day part 2 prior to opening.



IT'S YOUR TURN!

Complete the following hands-on activity using the KITCHEN MINDER™ SYSTEM.

Using your KITCHEN MINDER™:

- With your Trainer, practice the use of “Product Status”, “Day part”, and “Sales Level” keys
- Verify the current number of products being cooked in the PHU is in agreement with the information displayed in the KM™ screen.
- Observe how Team Members execute timer bar procedures and follow the KITCHEN MINDER™ cooking instructions. Provide feedback and coaching as needed.

Sales Level setting

- Used to make adjustments to the forecast during the day as needed.
- Should only be used after comparing actual sales for the current day against the chosen forecast.
- Your RGM will provide training for this topic once you are comfortable with KITCHEN MINDER™ basics.






MAKIN' THE GRADE™ SIGN

Sign Basics

- The MAKIN' THE GRADE™ Sign is an **EXTREMELY CRITICAL** element of the KITCHEN MINDER™ System!
- This MAKIN' THE GRADE™ Sign can help you run better shifts because it grades the Team Members on how well they are using the PHU timer bar lights and how well they are following the instructions displayed on the KITCHEN MINDER™.
- The system measures Team behaviors. Mistakes are associated with points, which in turn affect the grade

Three Types of Errors & Point Values

Error Type	Description	Points Lost
	Timer bar displays flashing red light, Team Member presses light twice quickly to turn light yellow or green to “extend” hold time	6
	Product not called for by Kitchen Minder was cooked, placed in PHU and timer bar button is pressed	3
	Team Member is ignoring time bar and KITCHEN MINDER™ cook or discard instructions	2









Team Members' execution of PHU timer bar lights will have a direct impact to QES™ performance; nonetheless there is room for many errors. Don't be afraid of mistakes. They help us learn and improve! As a Manager, your job is to react to drops in the grade. Go back in the kitchen and find the root of the problem and fix it!





IT'S YOUR TURN!

Complete the following hands-on activity using the KITCHEN MINDER™ System.

Ask your General Manager to use the checklist below to ensure that you demonstrate each of the skills.


 Observe this performance		 Ask these questions
1. PC MINDER™ opening accountabilities <ul style="list-style-type: none"> <input type="checkbox"/> Opens program on computer <input type="checkbox"/> Assigns Managers for the day <input type="checkbox"/> Selects the appropriate forecast <input type="checkbox"/> Sends data to KITCHEN MINDER™ <i>Comments:</i>	 	<p>How many Managers can be assigned to a shift in the PC MINDER™ Program?</p>
2. PHU timer bar execution <ul style="list-style-type: none"> <input type="checkbox"/> Follows cook/discard instructions displayed on KITCHEN MINDER™ <input type="checkbox"/> Removes pans when empty <input type="checkbox"/> Demonstrates how to teach Team Member to read instructions from KITCHEN MINDER™ <input type="checkbox"/> Reinforces proper Team Member execution of PHU timer bar light procedures <input type="checkbox"/> Has a plan for training the KITCHEN MINDER™ system and MAKIN' THE GRADE™ sign to Team <i>Comments:</i>		<p>What action/error impacts your grade the most?</p> <p>What is the best thing for you to do to ensure that Team Members follow the KITCHEN MINDER™ instructions?</p>
3. KITCHEN MINDER™ “Product Status” screen checks <ul style="list-style-type: none"> <input type="checkbox"/> Current time <input type="checkbox"/> Forecast accuracy <input type="checkbox"/> Sales Level Adjustment accuracy <input type="checkbox"/> Day part setting accuracy <i>Comments:</i>		<p>Have you planned a date with the Restaurant Manager to learn how to identify sales trends and make correct sales adjustments based on sales data?</p>

 Observe this performance		 Ask these questions
1. PC MINDER™ opening accountabilities <ul style="list-style-type: none"> <input type="checkbox"/> Opens program on computer <input type="checkbox"/> Assigns Managers for the day <input type="checkbox"/> Selects the appropriate forecast <input type="checkbox"/> Sends data to KITCHEN MINDER™ <i>Comments:</i>	<i>Ask</i> →	<p>How many Managers can be assigned to a shift in the PC MINDER™ Program?</p>
2. PHU timer bar execution <ul style="list-style-type: none"> <input type="checkbox"/> Follows cook/discard instructions displayed on KITCHEN MINDER™ unit <input type="checkbox"/> Pulls out pans when empty <input type="checkbox"/> Demonstrates how to teach Team Member to read instructions from KITCHEN MINDER™ <input type="checkbox"/> Reinforces positive Team Member behaviors with PHU timer bar lights <input type="checkbox"/> Has a plan for training the KITCHEN MINDER™ system and MAKIN' THE GRADE™ sign to Team <i>Comments:</i>	<i>Ask</i> →	<p>What action/error impacts your grade the most?</p> <p>What is the best thing for you to do to ensure that Team Members follow the KITCHEN MINDER™ instructions?</p>
3. KITCHEN MINDER™ “Product Status” screen checks <ul style="list-style-type: none"> <input type="checkbox"/> Current time <input type="checkbox"/> Forecast accuracy <input type="checkbox"/> Sales Level Adjustment accuracy <input type="checkbox"/> Day part setting accuracy <i>Comments:</i>	<i>Ask</i> →	<p>Have you planned a date with the Restaurant Manager to learn how to identify sales trends and make correct sales adjustments based on sales data?</p>


Appendix

KITCHEN MINDER™ *TestRight* Guide

Answer Key





Kitchen Minder™





- 1

Based on the color of the lights, which product is about to expire?



A. Solid Red



B. Flashing Green



C. Flashing Red



D. Lights Off
- 2

Based on the color of the lights, which product is expired, should be discarded and recorded as waste?



A. Solid Red



B. Flashing Green



C. Flashing Red



D. Lights Off
- 3

Based on the color of the lights, which reflects no additional product is needed at this time?



A. Solid Red



B. Flashing Green



C. Solid Yellow



D. Lights Off
- 4

Based on the color of the lights, which product would you use first?



A. Solid Red



B. Solid Green



C. Solid Yellow



D. Lights Off
- 5

Based on the color of the lights, which reflects additional product is required, refer to the Kitchen Minder™ for quantities?


A. Flashing Red


B. Lights Off


C. Solid Red


D. Flashing Yellow

B

C

D

B

C

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(over)

Answer Key



Kitchen Minder™ continued

**6**

How many Burger patties is the Kitchen Minder™ calling for?

>Product Status: COOK >01:30 PM
 Discard Fish
 ✓ 12 Burger
 > Cook 03 TCrisp
 ✓ Level 380+000 DP2 Bud Off

- A. 3 patties B. 6 patties C. 9 patties D. 12 patties

D**7**

What action is the Kitchen Minder™ requiring for Fish?

>Product Status: COOK >01:33 PM
 Discard Fish
 > Cook 03 TCrisp
 ✓ Level 380+000 DP2 Bud Off

- A. Cook more B. Discard C. Check up on D. None of the above

B**8**

The Kitchen Minder™ screen displays "ALL PANS FULL". This indicates that no further action is required.

- A. True B. False

A**9**

The Quality Grade displayed in the Kitchen is reflective of Team Member performance for the last:

- A. 15 Minutes B. 30 Minutes C. 45 Minutes D. 60 Minutes

B**10**

To improve your grade throughout the day:

- A. Follow the Kitchen Minder™ Action Requirements
 B. Press the appropriate Quality Control Timer button on the PHU
 C. All of the Above
 D. None of the Above

C

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Answer Key

- 1)
 - a. MAKIN' THE GRADE™ Sign
 - b. PC MINDER™ Screen
 - c. KITCHEN MINDER™
 - d. PHU timer bars
 - e. QES™ Screen
- 2) Unnecessary waste, excess product, "F" grade, etc.
- 3) Product mix and sales forecast, acts as an electronic PLS.
- 4) System forces this to ensure accountability and to track performance in QES™ System.
- 5)
 - a. 2
 - b. 1
 - c. 4
 - d. 3
 - e. 5
 - f. 6
 - g. 7
- 6) Has a check mark next to it.
- 7) When moving between Day parts 2 and 3
- 8) Day part 3
- 9) 15 minutes
- 10) Appropriate cooking instructions for the new day part